

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400

## PATENT APPLICATION

ATTORNEY DOCKET NO. 10006799-1

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Michael J. Borg

Confirmation No.: 6674

Application No.: 09/820,457

Examiner: Tan Dean Nguyen

Filing Date: 3/28/2001

Group Art Unit: 3629

Title: Systems And Methods For Utilizing Printing Device Data In A  
Customer Service Center

Mail Stop AMENDMENT  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

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AUG 31 2005

## TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment ( ) Petition to extend time to respond  
( ) New fee as calculated below ( ) Supplemental Declaration  
(X) No additional fee  
( ) Other: \_\_\_\_\_ (fee \$ \_\_\_\_\_)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS		MINUS		=	X 50	\$
INDEP. CLAIMS		MINUS		=	X 200	\$
[ ] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+	\$
EXTENSION FEE	1ST MONTH	2ND MONTH	3RD MONTH	4TH MONTH		\$
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0.00

Charge \$ 0.00 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

(X) I hereby certify that this paper is being transmitted  
to the Patent and Trademark Office facsimile  
number 571-273-8300 on 08/31/2005  
Number of pages: 21

Typed Name: Cheryl Boies

Signature: By 

William D. Breen, III

Attorney/Agent for Applicant(s)  
Reg. No. 45313

Date: 08/31/2005

Rev 12/04 (TrnAmdFax)

Telephone No.: (509) 324-9256

- Attach as First Page to Transmitted Papers -

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Serial No. .... 09/820,457  
Confirmation No ..... 6674  
Filing Date ..... March 28, 2001  
5 Inventor ..... Borg et al.  
Applicant ..... Hewlett-Packard Company  
Group Art Unit ..... 3629  
Examiner ..... Nguyen, Tan D  
Attorney's Docket No. .... 10006799-1  
10 Title: "Systems and Methods for Utilizing Printing Device Data in a Customer  
Service Center"

RESPONSE TO OFFICE ACTION DATED JUNE 16, 2005

To: Commissioner of Patents and Trademarks,  
P.O. Box 1450  
15 Alexandria, VA 22313-1450

From: Thomas A. Jolly  
Hewlett-Packard Company  
Intellectual Property Administration  
20 1000 NE Circle Blvd.  
Corvallis, OR 97330-4239

This communication is in response to the Office Action dated June 16,  
2006, for which a three-month shortened statutory period for response is set for  
25 September 16, 2005. Please amend the above-identified application in  
accordance the directions set forth below.

**Amendments to the Claims** are reflected in the listing of claims which  
begin on page 2 of this paper.

**Remarks** begin on page 7 of this paper.